

RESD CUSTOMER SURVEY TOTALS - 2003

9/15/2003

Agreement: Compare All Branches

RESD Staff Are:	1a. knowledgeable & skillful	1b. Provide me with accurate and reliable information	1c. Are responsive to my requests	1d. Provide regular communication	1e. Provide me timely service	1f. Treat me with courtesy	1g. Provide high quality work	1h. Give our projects dedicated effort	1i. Deliver projects on my schedule	1j. Deliver projects within budget	1k. Are accountable to me	2. Overall, I am satisfied with RESD services
Agree (ALL)	81%	73%	63%	57%	42%	82%	52%	60%	32%	35%	41%	59%
Responses	88	88	89	88	88	88	88	85	84	77	81	92
Agree (CAM)	83%	78%	57%	56%	35%	79%	53%	59%	28%	31%	37%	57%
Responses	53	54	54	54	54	53	53	54	54	49	52	54
Agree (APE)	85%	85%	59%	67%	33%	85%	50%	67%	19%	27%	26%	56%
Responses	27	27	27	27	27	27	26	27	27	26	27	27
Agree (PMB)	77%	75%	61%	70%	36%	82%	47%	61%	27%	33%	34%	50%
Responses	44	44	44	44	44	44	43	44	44	43	44	44
Agree (PSB)	79%	72%	55%	58%	38%	79%	49%	62%	29%	31%	37%	55%
Responses	63	64	64	64	64	63	63	63	63	59	60	64
Agree (BPM)	85%	77%	68%	58%	48%	87%	56%	63%	44%	41%	38%	67%
Responses	53	52	53	52	52	53	52	49	48	44	47	54